

LUCHI HOMES

Warranty

Luchi Homes has been building homes in the local area for over 50 years, Luchi Homes is committed to the highest standards of Quality and are hand crafted by the Luchi team with care concern and strict attention to detail in the instance issues do arise, rest assured we are committed to your satisfaction long after you have closed on your home-after all, we live here too!

That is why we provide a one year builder warranty and a 12 year residential warranty through RWC LLC on each home we build.

Make a Service Request

Your 60 day and year end warranty lists must be submitted in writing using the attached forms.

Warranty Emergencies.

Only the following items can be submitted for a Warranty Claim:

Roof Leak

Plumbing Leak

Electrical Malfunctions/Failures

Basement Flooding or severe Water Infiltration

Shingle or Siding blow off

Before submitting a warranty claim, Please see the troubleshooting and Emergency contact information and review RWC guide.

Luchi Homes

BUILDER'S WARRANTY SERVICE PROCEDURE

Closing Date:

Homeowner Name:

Home Owner Address/Lot #:

60 Day Warranty - Submit in writing by:

The 60-Day Warranty list must be submitted in writing. If warranty work is requested, you are to specify necessary corrections and email the details to our office within 60 days from the date of settlement. Please refer to RWC Warranty Booklet & the Builders Warranty Service to see if an item is covered under the Builder's Warranty.

Please list your items below and email this form to luchihomes@gmail.com to submit your items. Please know that any additional items that come up will need to be put on the Year-end Warranty List

[illegible]

Luchi Homes

BUILDER'S WARRANTY SERVICE PROCEDURE

Settlement Date:

Homeowner Name:

Homeowner Address/lot #:

Year-end Warranty-Submit in writing by:

The Year-end warranty list must be submitted in writing. The final phase of the warranty period is the Year-end service. If warranty service is requested, you are to list needed corrections in writing within 12 months from the date of settlement. During the service period, we touch up sheetrock and make other minor adjustments necessitated from shrinkage. We will attempt to complete this service period within 30 days from receiving this form. If we DO NOT Receive your itemized form within 12 months from the date of settlement, you will forfeit the Year-End service period.

Please refer to the RWC Warranty Booklet & The Builder's Warranty Service to see if an item is covered under the Builder's Warranty

Please list your warranty items below and email this form to luchihomes@gmail.com to submit your items.

<u>Location in Home</u>	<u>Warranty Issues</u>	<u>Action</u>	<u>No Action</u>

Home Owner Maintenance

Do you have questions about how to take care of your new Home? We're here to help! Protecting your home with regular care and maintenance is a very important part of being a homeowner. Check out our list of tips to keep you on track with your home's upkeep.

Growing Newly Planted grass visit the following for helpful tips from Scott's on how to care for your new lawn

Gutters do build up dirt and debris and can prohibit rain and melted snow, if the water backs up it can cause damage to your home. Clean your gutters twice a year once in the spring and once in the fall. If your gutters drain underground make sure the end of the pipe isn't blocked.

Exterior Dryer vent and piping needs to be cleaned from lint buildup once a year or when you notice your clothes aren't drying properly, Along with the cleaning of the dryers lint trap on a regular basis. A clogged dryer vent system is a fire hazard.

Refrigerator Coils collect dust on the rear of the unit, reducing the appliance's efficiency Make sure you clean the dust off the back and underneath twice a year, a vacuum works well for this. While the unit is moved out of its space now is also a good time to check the water line that goes to the refrigerator for leaks.

Clean your kitchen range hood filters, they get grimey fast. Use a degreaser to clean them, then rinse and dry thoroughly

Replace curled or damaged roof shingles. Twice a year, inspect your roof as a proactive measure. Replace any shingles that aren't in stellar condition, also inspect all roof penetrations for proper sealant. Because ignoring this task could lead to leaks.

HVAC System, A dirty filter makes your air conditioner and furnace work harder, which not only boosts your energy bill but reduces the air quality and the life of your HVAC system. Replace your air filters every month.

Your heating, ventilation and air conditioning (HVAC) system helps your home's interior climate be comfortable. As long as it does its job most people tend to ignore this integral part of their home. If it fails you can end up having an expensive repair bill on your hands. By hiring a professional to take care of some basic preventative maintenance, you can keep your HVAC system running better longer. Plan to have your system check twice a year (spring and fall are best)

Water heaters obtain sediment (sand, grit and other minerals) and collect at the bottom of your water heater. By flushing your water heater once a year, you enable your system function at its best.

Outdoor faucets, water expands when it freezes, and this ice can lead to burst pipes. Before the cold winter arrives, turn off the shut valve and drain any water remaining in the line. You will also want to unhook your hoses and store them until the spring. Please remember to leave the faucet open all winter.

Fire Extinguishers, every home needs at least one fire extinguisher preferably more. One should stay in the kitchen within easy reach in case of a grease fire. Make sure you inspect it regularly and replace the extinguisher when it is expired.

Smoke and Carbon monoxide detectors, Smoke alarms can save your life in case of a fire. Make sure you have them in appropriate areas and test them/replace batteries at least once a year. Along with the smoke detectors, Its also recommended that you install carbon monoxide detectors in needed areas. You can also purchase combination smoke and carbon monoxide detectors.

Rugs and Carpets, No matter how often you vacuum, there is nothing like a good steam cleaning to revive your carpets. The heat kills germs and other living organisms that stow away deep in the fibers. You will be amazed at the color and texture that springs back when you have your carpets professionally cleaned!

Windows, Nothing improves your outlook quite like clean windows! You may not realize how much dirt has built up on your windows until you have a crystal clear, streak free view. Clean your windows annually, inside and out. You should also test your windows for drafts every fall. About 80% of heat loss passes through cracks so before cold weather hits make sure you are not letting any drafts into your home. Check doors, windows, electrical outlets, and other spaces that may have leaks. Replace weather stripping and recaulk areas as needed. Inspect your window screens for damage and give them a thorough cleaning as well. Plus, checking for tears or holes now means you can get them fixed before bugs start swarming.

Fireplaces, Got a working fireplace? Now is the time to clean it! Be sure to put down to protect your floors, furniture, and walls before diving in. (note: hire a professional to clean your fireplace chimney-dont attempt this your self)

Caulking, If caulking is new to you, don't worry. It's very easy. Just load the tube into your caulking gun, and cut ¼" off the tip at an angle. Look for places where 2 different materials or sections come together, like the door or window frame and the wall, or brick and wood,

around outside faucets and dryer vents. The area should be dry before you caulk it. Don't over do the application. A thin bead of caulk is sufficient. After you apply it, run your finger along the bead to create a smooth line. Use a damp cloth to wipe your finger each time you lift it in order to keep its smoothness. Also wipe up any excess caulking before it dries. In areas where the caulk might show avoid a white caulk. On brick for example, a clear caulk is a better choice. Around gray concrete floors or foundation, use a gray urethane or clear caulk. Bear in mind that elastomeric caulk goes on white but dries clear. Be sure to caulk every section on a window or door where parts come together: the sill, the trim, and between the glass panes and wood frame. Fill in gaps behind your fascia and soffits with caulk.

Wood decks, If your home has a pressure treated wood deck, it will need to be resealed every 2 to 3 years to prevent wood rot and water damage. Pour a glass of water on the wood. If it beads up, the sealant is still protecting the wood. If not, reseal your deck to avoid having to replace it all together.

Basements & Attics, Check your sump pump to make sure it's in good working order before the rainy season. Carefully inspect your basement, Attic, and crawl spaces for moisture and mold. If you have a positive basement drain pipe led to a positive outlet make sure it isn't blocked.

Prune your Trees, it is easy to overlook the branches hanging off your trees, but if you have a little time to go around your yard and clean up any stragglers a good clipping will help promote growth as well as keeping your landscaping looking gorgeous.

Pest control, You might not see pests in your home, but by the time you do they are usually already a problem. Hire an exterminator to check your home once a year, inside and out, to avoid any damage and discomfort that can be caused by termites, rodents, roaches, fleas, bed bugs, ants, and more.

Septic systems, Keeping up with septic maintenance is crucial to prolong its life span. Five basic practices to protect your septic system include: only flushing flushable products, routinely pumping the tank, conserving water usage, protecting your absorption field, and regularly monitoring warning signs, such as unusually gurgling sounds, water back ups, and odd smells.

If you are concerned about your septic system, contact a plumber or septic professional, and they will let you know if anything arises.

Wells, Change your sediment filter monthly, don't over water your lawns, this could cause a low water level in the well and damage the pump. Have your well checked by a professional once a year for proper operation and sanitize your well.

Luchi Homes

BUILDER'S WARRANTY SERVICE PROCEDURE

Dear Homeowner:

Congratulations on the purchase of your new Luchi Home! Naturally, we concur that you have made a wise decision to purchase one of our quality homes. Luchi Homes, INC. believes a quality home is built with good materials and craftsmanship from the ground up. Furthermore, we stand behind our homes by providing a one-year limited homeowner's warranty. The Builders Warranty is included in this document defines the coverage. However, it is important that you understand the warranty service procedure.

Prior to Closing:

Before closing on your new home, you will have a pre-closing walk thru with one of our Project Managers; at that time a list of corrections will be generated, and necessary repairs will be scheduled. At your final walk thru prior to settlement , the correction list is reviewed again. If any of these items are not completed by settlement, our warranty department will attempt to complete the work on this form within a 14-day period. Special order material may prolong the correction period, but soon as we receive the order, an appointment for installation will ensue.

60 Day Warranty:

The 60-Day warranty list must be submitted in writing. If warranty service is requested, you are to specify necessary corrections and email the details to our office within 60 days from the date of settlement. This service period is mainly for the purpose of minor adjustments to doors and trim which manifest during the first year due to shrinkage. Shrinkage

is evident in every new home and is caused by the extraction of moisture from the building materials during the heating and cooling seasons. We will attempt to complete this service period within 30 days from receiving the written request.

1 Year Warranty:

The final phase of the warranty period is the Year-End service. If warranty service is requested, you are to list needed corrections in writing within 12 months from the date of settlement. During this service period, we touch up sheetrock and make other minor adjustments necessitated again from shrinkage. We will touch up the sheetrock repairs with paint provided by you but the paint might not be a perfect match. We will attempt to complete this service period within 30 days from receiving the form. * If we do not receive your itemized from within 12 months from the date of settlement, you will forfeit the Year-End service period.*

Our warranty department will contact you by email to schedule appointments so that we can complete the work. In order to receive service work, you must provide access for a full day during the five-day workweek. We can schedule a certain day, but we can not schedule morning or afternoon. Possibly, we may require a few days to complete the work.

Emergency Service:

An emergency is described as a roof leak, a plumbing leak, an electrical or mechanical malfunction or failure, a basement flood or severe water infiltration, or a shingle or siding blow-off. You can telephone Jeremy at 570-956-3705 only in an emergency situation. All other service requests must be submitted to email luchihomes@gmail.com.

Interim Service:

Interim service is not an emergency, but there could be a possible occasion or two in which service is needed before the next service period. For example, you may find an exterior door that is inoperable between the 60-day and Year-End service. Please email Jeremy for these kinds of things. We will not accept telephone calls for interim service.

Grading, Seeding and Driveways:

The completion of your driveway, sidewalk, grading and seeding is the responsibility of our construction department. Every attempt is made to complete these exterior items before you take possession of your home. However, the weather and other factors beyond our control are not always cooperative. There are far too many variables to list, but rest assured, the work is scheduled for completion and will be completed in due course. Your patience and understanding is deeply appreciated. We will not accept telephone calls for any of these issues please email the office.

BUILDER'S WARRANTY DETAILS

For a period of one (1) year after the closing, we warrant the dwelling home will be free of substantial defects in materials and workmanship. An additional 11 year Warranty is provided thru Residential Warranty Company, LLC. All Homeowners receive warranty booklet at Settlement with specifics of what the Warranty includes. If you have specific questions on if something is covered or not, please refer to the RWC handout.

EXCLUSIONS FROM COVERAGE. We do not assume responsibility for any of the following, all of which are excluded from the coverage of this Warranty:

- A. Any appliances, component equipment of the like ("Equipment") for which the manufacture thereof issues a separate warranty, except as to builder's workmanship with respect to the installation of the equipment (and Builder shall assign to Owner all guarantees or warranties extended by the manufacture of any Equipment);
- B. Damage caused by ordinary wear, tear, abusive use, or lack of proper maintenance of your home;
- C. Nail pops, seam ridges and shrinkages in drywall, lumber, trim, doors, millwork, and wood floors. Within thirty (30) days after receipt of written year-end requests by the owner, we will make necessary touch-ups to the drywall. The owner is responsible for clean-up;
- D. Cracking, falling away, dipping or discoloration of or imperfections in grout, plaster or stucco, provided Builder will re-grout cracks exceeding $\frac{3}{8}$ " in foundation or basement walls. Cracks in the concrete work or cracks in the brick or stone work shall be repaired by filling or patching. Seepage in either the concrete work or the brick and stone work is not covered by this warranty;

- E. Shrinkage or warping of doors less than ½" provided Builder will on written request return one time during the first heating season following the date of occupancy to make any necessary adjustments for sticking doors, with the Owner to be responsible for clean up and any necessary paint or touch-up;
- F. Floor and Stair Squeaks, as they are a normal function of construction and ground settlement;
- G. Defects in items purchased or installed by you or anyone else except by us or (if contracted by us) our subcontractors;
- H. Work done by you or anyone else except us or (if contracted by us) our subcontractors;
- I. Loss or injury due to the elements;
- J. Paint applied over newly plastered interior walls;
- K. Defects in outbuildings, swimming pools and other recreational facilities; driveways, walkways; patios; boundary walls; retaining walls; fences; landscaping (including sod, seeding, shrubs, trees either newly planted or existing) and plantings; off-site improvements, or any other improvements not part of the home itself;
- L. Concrete and asphalt cracking and pitting, as most exterior concrete and asphalt cracking and pitting is caused by frost or uneven sub grade settlement. Minor cracks are a normal expectation and are at best left alone. If a crack exceeds the standard industry performance of ¼", builder will inspect crack to insure that the concrete's and asphalt integrity is not jeopardized;
- M. Sunken areas in driveway surface less than 2" deep. Luchi Homes recommends the Owner to apply a driveway sealcoat;
- N. Bodily injury, damage to personal property, or damage to real property which is not part of home which was in the purchase price;
- O. Less or damage not caused by a defect in the construction of the home by the Builder, or his employees, agents or subcontractors, but resulting from accidents or acts of God including, but not

limited to, fire, explosions, smoke, water, storm, hail, wind, snow, lighting, falling trees, aircraft, flood and earthquake;

P. Insect Damage;

Q. Upgrades or extras in floor coverings and other items, whether included in sales price or not;

R. Absence of dampness or water in the basement, except that during the period of one (1) year from the date of occupancy the basement of the house shall be flooded by reason of free running water from outside the house, Builder undertakes to make such repairs to the premises as shall be reasonably necessary to prevent a reoccurrence of such flooding during that period from that cause, provided that this paragraph shall not apply to the foundation plantings on the premises not caused by the builder, flood conditions, cloudbursts, flash floods, unusually long freezing spells with snow and subsequent quick thawing or any similar water conditions, or any cause that is not due to faulty or defective construction. Luchi Homes requires the use of an owner provided dehumidifier to lessen basement dampness/moisture in the summer months, a humidifier in the home in winter months, to keep the home year long humidity between 35 and 50%. If the home has hardwood flooring the optimum humidity is between 40 and 45%;

(1) As a condition of Builder's obligation hereunder, Owner agrees to maintain the grade of the lot finished by Builder, agrees not to build a stone, concrete or any garden edging, a brick, stone or concrete terrace or retaining wall, which pocket water, or to erect any other structures on the premises that will change Builder's grading or block the natural flow of water in any particular way;

(2) Owner agrees that Builder shall not be responsible or liable for damage to mechanical equipment or materials stored in the basement;

- S. S. Settling of the house (unless such settling shall cause structural damage), earth in and around the foundation , utility trenches, or other excavated and filled areas on the premises;
- T. T. It is extremely important to keep downspout extensions, downspout piping, french drain piping, on and clear of debris, as rain water needs to be directed away from the foundation;
- U. U. Our trade partners have the right to charge the owner for any service calls deemed "Not covered under warranty".
- V. NO OTHER WARRANTIES. The following warranty is expressly in lieu of any other warranties, express or implied, of any nature whatsoever. Seller neither assumes nor authorizes any person to assume for it and any other liability in connection with the sale or use of the premises sold hereunder, and there are no agreements or warranties, either oral or written, collateral to or affecting this agreement.

Liability for costs incurred for repair or replacement by the Owner is specifically excluded unless the Builder has specifically authorized the Owner in writing to incur said costs in advance of any repair or replacement.

MAXIMUM LIABILITY. The maximum liability of the Seller and its contractors hereunder shall be the replacement cost of that portion of the premises damaged. Incidental and consequential damages are specifically excluded and are hereby waived by the owner. The terms of the various coverages of this Warranty begin on the date when your home is Deeded to you. That date is referred to in this Warranty at the "Closing or Settlement Date"

REPAIRS. Upon receipt of your written notice of a defect, if the defective item is covered by this Warranty, we will repair or replace it at no charge to you, within thirty (30) days (longer if weather conditions, labor problems or material shortages caused the delay). The work will either be done by us or by subcontractors chosen by us. The choice between repair and replacement is ours.

NON-TRANSFERABLE. This warranty is extended to you only if you are the first purchaser of the home. When the first purchaser sells the home or moves out of it, this Warranty automatically terminates.

Homeowner Maintenance Checklist

Protecting your home with regular care and maintenance is crucial. In doing this, it will keep your home operating properly and problem free. HOME MAINTENANCE IS DIFFERENT THAN YOUR HOME WARRANTY. To help you as a homeowner, we've put together a list of Common Maintenance Tips to keep you on track with your home's upkeep.

CLEANLINESS is a factor that will make your home last longer and work better. Dust and dirt, if allowed to accumulate, can harm the finishes on all items in your new home. Make sure to clean it with a substance that does not scratch or damage the finishes.

Maintenance Checklist

Interior:

1. INTERIOR CAULKING AND GROUT - check for cracks and separations in caulking around sinks, bathtubs, toilets, faucets, counter tops, backsplashes, ceramic tile walls, ceramic floors, soap dishes and seats in showers, window sills and other areas originally caulked by the builder. Grout is porous and is subject to crack, break down, stain or discolor. This is not covered under the Builder's Warranty and is considered routine homeowner maintenance. To repair any of these areas, use an appropriate caulking compound and follow the instructions. We recommend that you apply grout sealer to ceramic tile grout if you wish to give the grout additional protection.
2. HVAC: Inspect and service your heating or air conditioning system, depending on the season, every 6 months. Inspect furnace filters monthly, changing when needed.

3. WINDOWS and DOORS: check both on the exterior for possible air or water leaks and make sure weep holes are clear at the bottom of the outside sliding doors.
4. PLUMBING: Flush all toilets and run water through all sinks, especially in bathrooms that aren't used on a regular basis. Check that open traps have water in them.
5. GARBAGE DISPOSAL: Check and tighten trap under kitchen sink due to vibration from garbage disposal.
6. SMOKE DETECTORS/CARBON MONOXIDE DETECTORS: Replace batteries as needed.
7. DRYER VENT: Clean out clothes dryer vent and piping.
8. DOOR KNOBS: Check and tighten door knobs as needed.

EXTERIOR:

1. WALK UP STAIR DRAINS: Inspect and clean any debris in the drain.
2. GUTTERS: Make sure gutters are free of debris that could prevent free flow of water.
3. HOSE/HOSE BIBS: Late fall, hoses should be drained, disconnected and winterized. Disconnect hoses from exterior hose bib, shut off water to exterior hose bib and open valve to drain any water and leave hose bib open. If hoses remain connected and hold water, it can freeze and cause the indoor pipes to burst. This is not covered under warranty.
4. SEEDING: Starter lawns will need a lot of maintenance from you. Please refer to your handout on Newly Planted Grass for further maintenance and care. Seeding and washouts is not covered under the Builder's Warranty
5. SUMP PUMPS/SUMP PUMP EXTENSION: plugged into GFI protected outlet, designed to have only your sump pump plugged into it. Please be sure GFI is not tripped and always ready. Make sure sump pump extension is attached and far away enough from the foundation to be sure the water isn't recirculating,

6. GRADING and DRAINAGE: will be affected by the weather, you are responsible for maintaining your finished grade and drainage after closing.
7. CONCRETE: expansion joints/cracks, in basement and garages, are normal and expected. Concrete color varies with each install. During winter months, Blankets are used to protect the concrete and may cause color variations throughout the surface. Concrete/Driveways are not covered under the Builder's Warranty. Please refer to the Luchi Homes Builder's Warranty Procedures & The RWC Warranty Booklet for further details. NOTE-If using ice melt on concrete, be sure it is a concrete safe calcium based product and nothing that contains salt/sodium.

ADDITIONAL INFORMATION:

1. Your Appliances has a one (1) Year Warranty direct through that company. We also recommend you register your appliances with that company.
2. Your Project Manager has already shown you the locations of the electrical panel, water shut off and gas shut off valves in case of emergencies. If you plan to be away longer than a week, it's best to turn the water off. If an outlet(s) or lights are not working, please check the GFI and the electrical panel to see if anything has tripped prior to contacting the warranty department.
3. When needed, we recommend using a Dehumidifier in your basement and a Humidifier in the house.

Luchi Homes

STORM PREPARATION GUIDE

Your Luchi Home comes with a warranty backed by RWC Warranty Program. Please refer to the manual prior to requesting warranty claims. This can be found in your closing packet or at www.rwcwarranty.com

In the event of an emergency during nonbusiness hours, homeowners should take necessary steps to prevent more damage. Examples: turning off the power, turning off the water, or addressing water and other such things during a natural catastrophic storm. Please refer to your Agreement of Sale that states the Builders Warranty does extend to any damage incurred from any outside source such as floods and/or storms of any kind.

PREPARATIONS for HEAVY RAIN and WIND can include:

1. Clean gutters, downspouts and make sure walk up drains are free from debris
2. Make sure downspout extensions are on and secure to divert rain away from the foundation and french drain pipes are open
3. Check weather stripping on all doors to be sure nothing is torn and everything is sealed currently
4. Sump pump is plugged in and working properly
5. Sump pump discharge is extended away from foundation
6. Inspect your roof for any missing shingles
7. Bilco is sealed properly (requires homeowner maintenance)

Luchi Homes

Emergency Contact List

Price Electric

570-760-0662

Troubleshooting Tips:

1. If an outlet has stopped working (not in a bathroom, unfinished basement area, garage)
2. Check other nearby outlets to see if the entire circuit is out. If they are all out proceed to #3. If the other outlets nearby are working, it appears to be just a single outlet. Proceed to #5
3. Determine which breaker has tripped and try to reset.
4. If the breaker will not hold, unplug anything from the outlet. Then plug in one item at a time to see if it trips the breaker. If the same item continues to trip the breaker, then it is that item (i.e. vacuum cleaner) and not the outlet/breaker.
5. Use an extension cord and plug into a different outlet until an electrician can assess the situation.

Bathroom/Unfinished Basement/Garage/Outside:

These areas of your home are protected by Ground Fault Interrupter (GFI) outlets. The outlets are tied together with the main reset outlet being located in one of them. Check that it has not tripped. Unplug all items from that circuit and if cannot be reset, then it will need to be replaced. It is not recommended to plug additional items into the outlets for your sump pump, water heater, furnace condensate pump. They can cause the GFI to trip. This is a non warrantable issue, and you will be charged if it is found an additional item is plugged in.

Owens Plumbing

570-855-6321

The following issues would constitute an emergency:

1. No hot water-entire house
2. Active leak that you cannot shut off a valve without having to turn off all the water to the house at the main valve.

Troubleshooting Tips:

No Hot Water: (everywhere in the home, not just 1 area)

Gas: Unplug for 1 minute and plug back in, give it time to reset and see if it works. There is a blinking green light which acts as a diagnostic. When all systems are ok, it blinks in a pulse pattern. Any other blinking pattern indicates a problem. Please provide that if possible in your service request.

Electric: Check the circuit breaker has not tripped, if so, reset.

Active Leak: Shut off water either directly at the fixture valve, or if you have a Pex Manifold, shut off at the corresponding valve. If you are not sure where the source of the leak is, shut off main water supply usually located in the basement.

Active Leak where water cannot be shut off at source: If you are aware of the leak source (Ex: After using the master bath shower, or after flushing a toilet) do not use the fixture until you contact the plumber.

Water infiltration in the basement: Check that the sump pump outlet GFIC has not tripped, and that the breaker is on . If those are functioning correctly, lift the sump pit lid and ensure the float switch is not stuck by jiggling it. If the pump still does not activate, contact the plumber.

APPLIANCES

Appliances have a 1 year warranty directly through the manufacturer. We recommend you register your appliances with the manufacturer as Luchi Homes does not provide service on any appliance.

If there is a problem with any appliance , the homeowner has to call the manufacturer directly to set up an appointment. The manufacturer will only schedule an appointment with the homeowner directly, they will not schedule with a representative from Luchi Homes. You can schedule appointments online or by calling.

Thank You

CVO Mechanical

570-283-2093

Before Calling For Service:

1. Check circuit breakers are on for indoor and outdoor units
2. Check air filter is clean or replace
3. Make sure furnace door is tightly closed
4. Check condensate pump is plugged in and energized
5. If system uses LP gas, make sure tank is at least 30% full
6. Set thermostat 10 degrees cooler or warmer from room temperature to see if unit starts
7. Check batteries in thermostat replace if needed
8. Make sure outside unit is free from snow and debris
9. If water is coming from inside unit call for service but if found filter is dirty which will not allow proper air flow and causes unit to freeze up there will be a service charge
10. Have system cleaned/serviced on a regular basis

Luchi Homes

Natural Stone Countertops:

The following is meant to provide you with an understanding of the specifics of your stone order and installation project. We will need your acknowledgement on this information.

1. Granite, Marble limestone, Travertine and Soapstone are products of nature and therefore are subject to variations in color markings and texture.
2. Natural stones are porous by nature. We use a penetrating sealer on our applicable products. However, some chemicals can break down the sealer. All spills should be whipped up in a timely manner. (See stone care instructions)
3. Fissures, pitting, veining, etc., are natural occurrences in natural stone products. These variations are what make each piece of the stone unique and should be expected.
4. Some varieties of granite have prominent veining or movement. We try to have the veining go in the same direction, however, due to the slab size and material constraints this may not always be possible. Unless otherwise noted, decisions regarding material layout are left up to Granite Supplier/Fabricator.
5. Seams are necessary due to the size of the slab and the kitchen layout. It is up to the discretion of Granite Supplier/Fabricator to determine the placement of seams. Seams may be seen and felt.

Quartz countertops:

1. Quartz countertops-though typically consistent in colors and patterns -technically vary in patterns and shades.

Ceramic and Porcelain Tile:

We need your acknowledgement of the following information regarding ceramic and porcelain tile products prior to installation:

1. Ceramic and porcelain tile are natural products, therefore, shade variation is inherent. Similarly, there is also a chance for subtly inconsistent edges.
2. Wall and floor tile of the same model and color name may be slightly different in shade, as they are natural, fired products and are meant to coordinate and complement.
3. Cracking of grout joints is common and considered routine owner maintenance. We recommend sealing the grout to repel moisture and prolong the grout.

Hardwood Flooring:

We need your acknowledgement of the following information regarding squeaks, cracks and use damaged hardwood flooring.

1. Luchi Homes and their subcontractors do not warranty hardwood flooring for squeaking and cracking. Generally, floor squeaks and cracks are not defects and will appear and disappear over time with changes in the weather and other phenomena. Humidity in the home should be at 40 to 45% to help mitigate movement, squeaking and cracking. Additionally, floors are not warranted for damage caused by neglect
2. Scratches, indentations, or other surface damage are caused by a number of circumstances: pet nails, high heeled shoes, furniture movement, tracked-in soil. They can all contribute to damage on the finish surface. Wood floors should never get wet mopped, steamed, or be subject to wet conditions. Exposure to these conditions will result in cupping . Extremely dry or humid conditions will result in surface cracks, squeaks and boards splitting.
3. Solid and engineered are made of natural materials and each wood species has its own trademark grain patterns.
4. Trees naturally create knots and varying grain patterns or color depth variations in the grain, which can translate into hardwood flooring appearances as well.

Carpet Flooring:

We need your acknowledgement of the following information regarding installation of the carpet flooring.

1. Carpet seams are located at the flooring company's discretion.

Please sign below, Acknowledging the above-mentioned information.

Buyer: _____

Date: _____

Buyer: _____

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